Remarks

Applicants respectfully request entry of this amendment, and reconsideration and allowance of the captioned application. New claim 25 is added. No new matter is added.

The office action rejected claims 1-24 as being anticipated by Waldner, erroneously citing 10:8-55 as disclosing every limitation of every claim. Applicants traverse the rejection.

Waldner defines certain key terms. It uses "client" to means the entity whose telephone calls are being answered by a telephone answering apparatus. 2:2-6. It uses "user" to mean the person who uses a "terminal" to answer telephone calls which are being answered by a telephone answering apparatus. 2:7-12. It uses "terminal" to mean the device used by the "user" to answer telephone calls being answered by a telephone answering apparatus. 2:13-19. In the language cited in the office action (10:8-55) and throughout Waldner, it appears that the telephone answering apparatus directs an incoming telephone call to a user, and the user's terminal obtains a URL based on the client called.

Even if Waldner's telephone answering apparatus, terminal, and user are considered analogous to the claimed ACD system, agent station, and agent, respectively, Waldner's "client" is not the "customer" of the captioned application. Waldner's "client" is the party being called. The application's "customer" is the party initiating the contact (which may be a telephone call or an e-mail contact, etc., application, 4:12-15). The data in the last limitation of claim 1 (and in limitations of the other independent claims) to be included in the web page is required to be the data, introduced in the preamble, which relate to the customer contact and not simply in general to the organization being called.

Waldner does not disclose that the web page includes any information relating to the customer. The Waldner URL and the resulting web page do not depend on the particular customer. They depend only on the organization being called, Waldner's "client."

Furthermore, the first limitation of claim 1 (and limitations of the other independent claims) require the ACD to provide the URL. In Waldner, the telephone answering apparatus does not provide the URL. The terminal used by the user retrieves the URL from the client data files. (Waldner, 10:25-28).

For at least these reasons, Waldner cannot anticipate the independent claims and, consequently, cannot anticipate any of the claims. The following are some of the additional reasons why Waldner does not anticipate various dependent claims.

Claims 3-5 require attaching information to the URL. For example, the ACD can attach contact-derived information to a URL before sending it to the agent's personal computer. (application, 7:12-15). Claim 5 includes more specific requirements about such contact-derived information being attached to the URL. As another example, claim 4 requires attaching certain processing information to the URL. Waldner uses existing URLs in the client's data files (Waldner, 10:26-27), and does not attach information to the URL.

Claim 6 requires data in the web page to include some information attached to the URL by the ACD. Waldner does not disclose that the web page includes any information in the URL. It does not disclose attaching information to the URL, but uses existing URLs. Finally, in Waldner, an ACD does not attach any information to the URL. Similarly, claims 8 and 18 require obtaining some of the data in the web page based on

some information attached to the URL by the ACD. In Waldner, an ACD does not attach any information to the URL.

Claim 7 requires selecting the URL based on information about the contact available to the ACD. In Waldner the URL is not selected by the ACD or based on information about the contact available to the ACD.

Claim 9 requires sending the URL to ACD console software of the agent, and the ACD console software to provide the URL to the browser. Waldner's "terminal" retrieves the URL, but Waldner does not disclose that any software relating to the telephone answering apparatus plays any part in the process.

Claim 10 requires the ACD to provide the URL directly to the browser. In Waldner, an ACD does not provide the URL.

Claims 16 and 22 require the ACD to be capable of attaching information to the URL. Waldner does not disclose such capability, does not disclose any information being attached to the URL, and does not disclose an ACD having any involvement with the URL.

New independent claim 25 combines limitations from a number of the original method claims. Consequently, it is supported by the specification as were the original claims.

The applicants submit that the claims are in condition for allowance, and request reconsideration and allowance. Should the examiner be of the opinion that a telephone

conference would expedite prosecution of the application, the applicants request the

examiner to call the undersigned at the below-listed telephone number.

Respectfully submitted,

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